ABSTRACT OF THE INVENTION

Computer-implemented methods of processing contact records are provided. A user may merge and unmerge contact records to control which records are synchronized with each other. Identity claims of records may be compared to identify possible duplicate records. Identity claims may include addresses, phone numbers, instant messenger addresses or other contact data that is likely to be uniquely associated with a contact. When possible duplicate contact records are found, a dialog box is displayed that identifies the possible duplicate records and includes an option for merging the possible duplicate contact records.